



**CONTACT
ENTER**

AIR FORCE PERSONNEL



The background of the slide features a large, semi-circular seal of the Air Force Personnel Center. The seal is rendered in a light blue color against a dark blue background. It includes the text "DEPARTMENT OF THE AIR FORCE" at the top, "UNITED STATES OF AMERICA" at the bottom, and "AIR FORCE PERSONNEL CENTER" on a banner at the bottom. The central part of the seal depicts an eagle with wings spread, perched on a shield, with stars above it.

Major Deborah
Dickensheets Chief Customer
Support Branch

SMSgt Phil Ortiz
Superintendent

Mission Statement

*Leverage technology to
execute and integrate
personnel operations for
commanders, their people,
and personnel field
activities.*

Customer Feedback

From Around The Globe

“The AF Contact Center is the first place I go for information. It makes me, as a SNCO, give relevant and accurate information to junior members.”

Customer Feedback

From Around The Globe

“I was able to chat with an agent after waiting only a minute or so and was also pleased that the very same agent was able to get the answer to my question without having to refer me to another person or office. True one-stop shopping! Good job!”

Key Objectives

- *Provide faster, simpler personnel support*
- *Integrate the delivery of AFPC services*
- *Support deployed operations*

Customer Feedback

From Around The Globe

“ The customer service agents were very courteous. I also liked the fact that a certain particular person even emailed me at home with details if he could not answer a question right away. This person took the time and effort to research answers to my questions when the information was not immediately available to him. Now that is what I call customer service!”

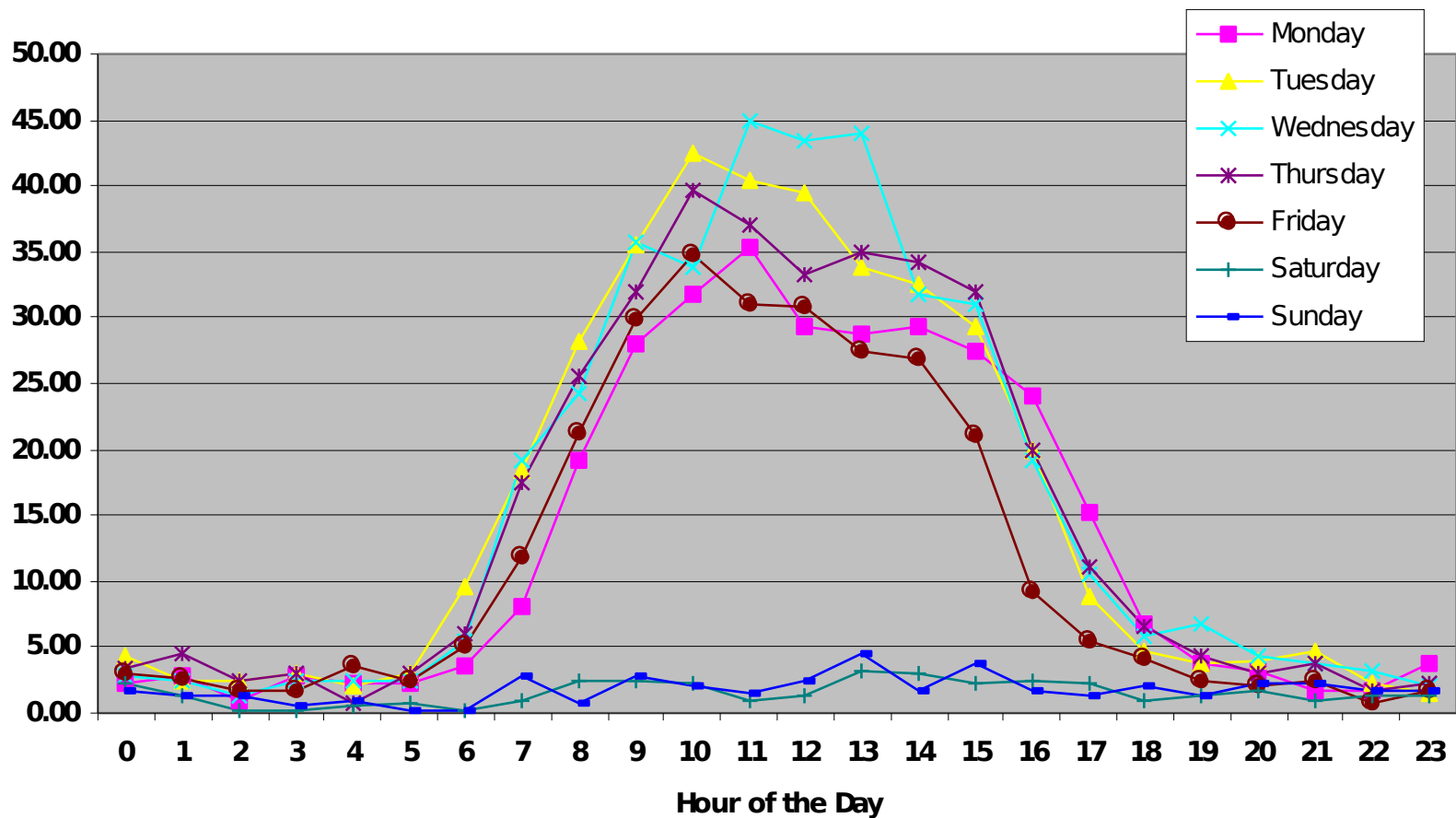
Customer Feedback

From Around The Globe

“This is the best program for answering questions. I always find out exactly what I need. Also 24 hour access is great since I am stationed in Japan. I use this system rather than the MPF. Thank you.”

Hourly Events

Average Contacts By Day & Hour



Customer Feedback

From Around The Globe

“It is very helpful as a Personnel Specialist to have one location to call for answers to questions. The people at the Contact Center provide a very valuable service to the Air Force in getting the job done. Thanks.”

Customer Feedback

From Around The Globe

“What I like about the service is the fact I received correct and timely information. I received my answer within 24 hours. This is certainly a great tool. Watch out! We may stop calling our local MPF.”

Contact Method

*6,591 Telephone
Calls*

*786 Live
Chats*

*1,567 Emails
Received*

4,334 vMPF Applications

Customer Feedback

From Around The Globe

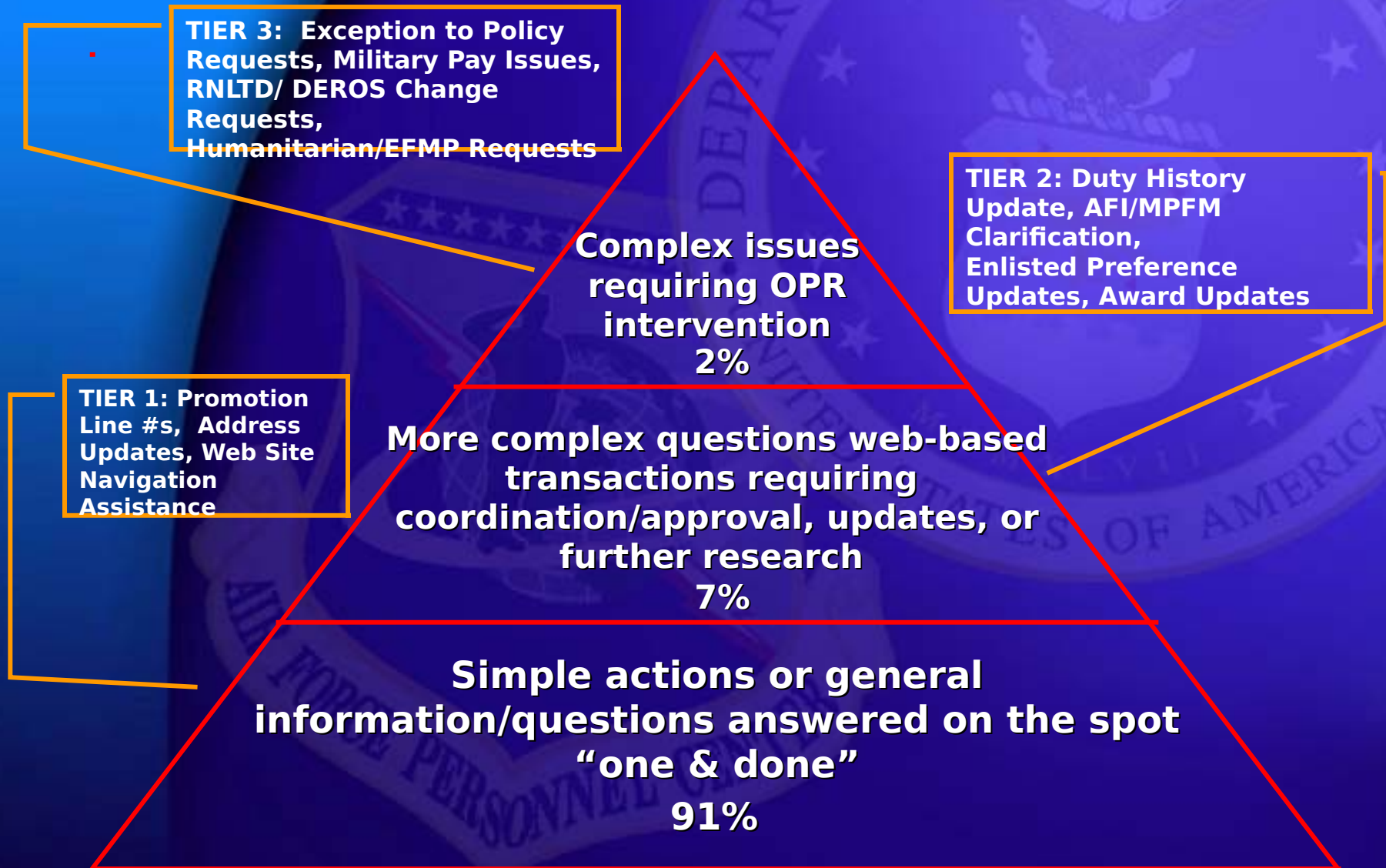
“They let me know they were still working the problem when it was taking longer to answer. It was also nice to receive a call from the call center to check to see if I had received a response and to get an update. Overall I was very pleased with the service I received.”

Customer Feedback

From Around The Globe

“The Contact Center site was very informative and when I couldn't find the answer to my specific need, the contact agent replied to me within two days. His response was not just status quo, but he researched my status and then replied. I think the site was an excellent idea.”

Service Delivery Model



Customer Feedback

From Around The Globe

“The AF Contact Center is very ideal for remote locations without any MPF support, such as Moron ABS, Spain. I’ve utilized the Contact Center’s services, and I received outstanding support from knowledgeable technicians (during chat sessions and thru e-mails). Thank you very much for the greatly appreciated services.”

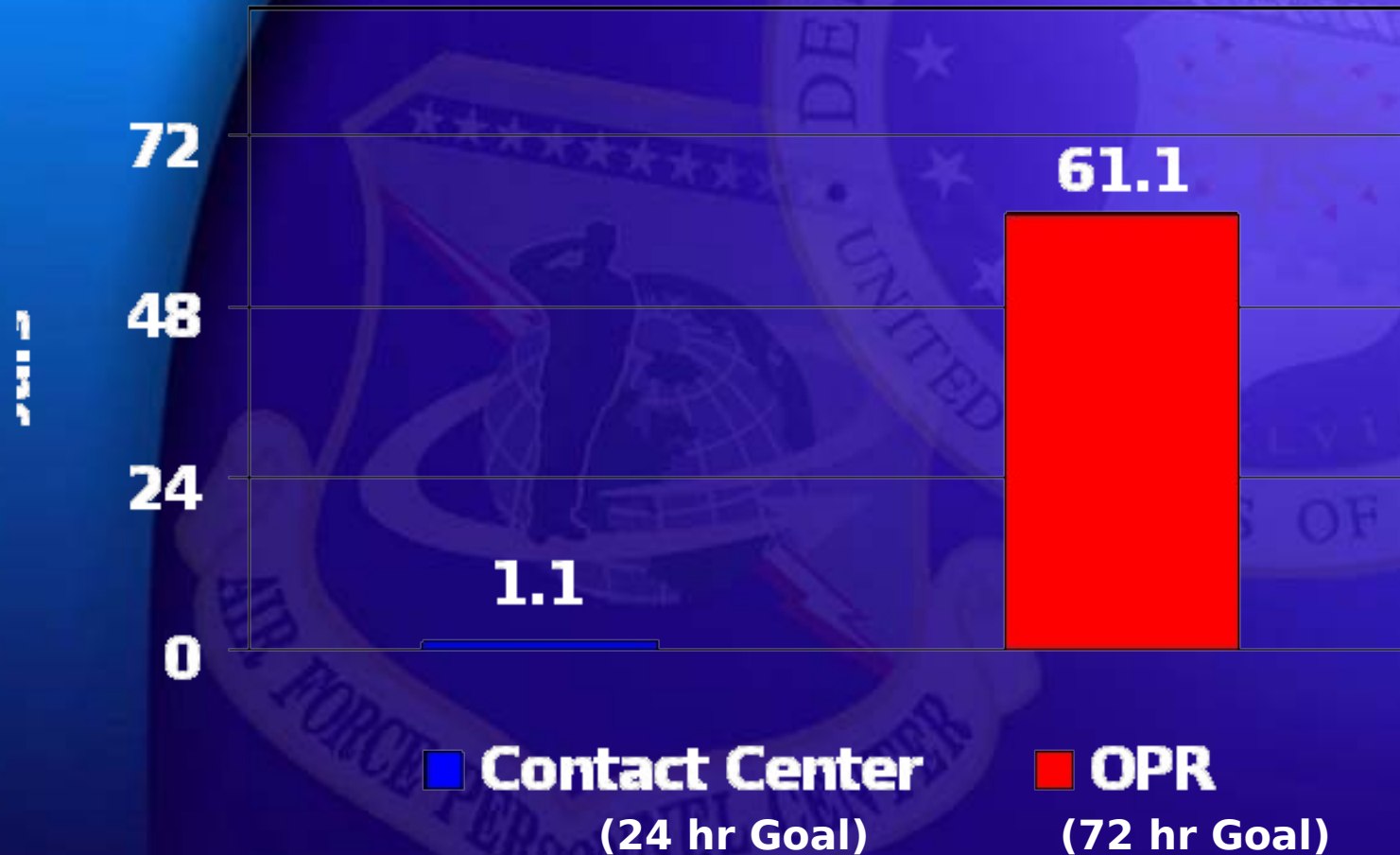
Customer Feedback

From Around The Globe

"I have been in BIAP in the AOR since late Feb 04 working in the PERSCO office. I have contacted the AFPC Contact Center either by phone or by email with numerous questions and/or requests for information. I have gotten nothing shy of the BEST customer service possible! I would like to highly commend your staff on not only the exceptional professionalism they display, but also the quick turn around response I receive. I only have one more month left here but I am so glad I have been able to fall back on the Contact Center with questions that I am unable to find the answers for and to complete updates that I am unable to update. I would like to extend my heartfelt gratitude to your AWESOME staff."

Responsiveness

Average Time to Close



Customer Feedback

From Around The Globe

“The fact that I could actually talk to someone was excellent and the service was excellent. MPFs on base only seem to have voice mail or voice service. This is a great program for us. Thank you.”

Customer Feedback

From Around The Globe

“Timely response and willingness to take on my question. As a Personnelist, I know we should utilize the MPF, but I trust the information coming from AFPC much more.”

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*If we can be of
assistance to YOU,
please call us at:
1-800-616-3775*

or

*Email us at:
contact.center@randol
ph.af.mil*

Customer Feedback

From Around The Globe

“The Air Force Contact Center cuts out the question of who to call for the right answer. I know when I use the service, I’ll get what I need.”